

I. INITIATIVES

A. Initiative Title

Create and maintain an online current inventory of the services the State provides directly or indirectly, and identify the strategic services that should be delivered electronically.

B. Initiative Leader

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C. Summary

The Louisiana Data Base Commission has partnered with the Cabinet Undersecretaries to complete a directory containing information about the services, licenses, permits, fees, registrations, and filings offered by state agencies directly or indirectly and to make this information resource accessible over the Internet. In addition, there will be a concerted effort to identify the strategic state services that should be delivered electronically. This project has the potential to significantly improve access to state government and to increase the overall effectiveness of delivery of state services.

The Louisiana Services Directory will be a key information resource for citizens and businesses. The directory format supports searches by state agency, subject categories, and full text, and it facilitates access to detailed information about these services through a single entry point. The records provide comprehensive information on each type of service, access to downloadable forms and e-commerce links when available, and the methods for obtaining the services. Five state agencies have signed on for the initial phase of this project, and the project will be extended to other state agencies after its introduction in August of this year. This Directory will not replace, but will compliment, support capabilities provided by state agencies. The Louisiana Data Base Commission will host the Louisiana Services Directory under the umbrella of *INFO Louisiana*, and it will be easily accessible from the *INFO Louisiana* home page.

D. Description of the Initiative

Goals:

Users

- Empower citizens and businesses to access public information and obtain services.
- Allow citizens access to information about services, permits, and licenses 24 hours a day, seven days a week.

Agencies

- Promote State information as a strategic resource.
- Organize and utilize State information as an enterprise asset.
- Create a consolidated, comprehensive, and searchable directory that will provide access to detailed information on services, permits, and licenses on agency servers.
- Increase agency efficiency in service delivery.
- Streamline workflow of agencies.
- Improve the image of the state – Louisiana’s Electronic Government Works for You.

E. Participating Partners and Stakeholders

This project requires cross-agency participation to be effective in sharing information and resources. Agencies have total control over their own records—selection of services, record information, review and approval, and update. The Office of Data Base Commission (ODBC) will provide the template for record entry layout, thesaurus guidelines to facilitate searching, a how to manual, and training of agency staff who will write and input the records. ODBC will also be responsible for database administration. The Office of Information Services, Division of Administration will provide the server where the database of the Services Directory will reside.

The introduction of the Louisiana Services Directory needs professional marketing and advertising support to obtain the proper public visibility. In addition, media participation will be solicited by conducting individual and group presentations on content and use of the Services Directory.

F. Benchmarks and Best Practice References

There are three states that have similar directory projects: Texas, Washington, and Connecticut.

- The Texas directory “Finding Help in Texas” focuses on health and human services <http://www.state.tx.us/Health/>. Two excellent features of this directory are worth integrating into the Louisiana project. The first is geographical search of the database by city or by county; the second is a search by target group (seniors, children, visual impairments, terminal illness, etc.).
- The Access Washington Resource Directory also focuses only on health and human services <http://www.awrd.org/>. This directory can also be searched geographically

by wide areas (statewide, eastern, or western half of the state) and by more targeted areas (zip code, city, or county).

- The Connecticut Licensing Info Center focuses only on licenses and permits <http://www.state.ct.us/> License types (initial, renewal, duplicate) are bundled together at the initial search so that users can easily determine the logical parts of each license or permit. This feature has been adopted in the Louisiana Services Directory.
- At the present time, the Louisiana Directory is the only state project that will provide a comprehensive network of information on services, licenses, and permits. We hope to ensure that the directory will be useful and easy to use by adopting these features:
 - Single entry point through the state portal, *INFO Louisiana*, ensures comprehensive and centralized access to information about state services, licenses, and permits. (There are multiple access points: agency Web sites, Louisiana Database Catalog, etc.)
 - Information is easy to understand because every record follows a uniform, concise format.
 - Cluster orientation allows cross-agency perspective; for example, the category “children” will bring up services for children provided by several agencies (DHH, DSS, Education, and CRT).
 - Sophisticated and multi-level search capability eliminates the need of users to understand state government organization.
 - Database record-keeping tools facilitate agency maintenance and update responsibilities.

A best practice that merits consideration as Louisiana migrates from the manual environment to online filings has to do with state forms. Several states, Kentucky and Indiana being prime examples, make their state forms available on the Internet from a centralized and indexed database, known as the “Forms Library.” This service should be considered as an extension of the Louisiana Services Directory. More information about these best practices may be found at:

Kentucky: Kentucky Forms Management

<http://www.state.ky.us/agencies/finance/depts/printing/oneforms/1formtst.htm>

Indiana: Commission on Public Records Forms Management Division

<http://www.state.in.us/icpr/webfile/formsdiv/homepage.html>

G. Assessment of Risks

Participation is the critical success factor. The directory must be continuously updated and expanded to be a useful resource. The records themselves must be meticulously completed and updated regularly to provide current and comprehensive information about the services. We advise that an Executive Order from the Governor be promulgated to ensure that all departments and agencies actively participate in this project. (See

Executive Order from the Governor of Virginia, July 23, 1999
<http://www.state.va.us/governor/eorder/eorder51.htm>)

The online availability of the Services Directory is dependent on LANet's availability 24 hours a day, seven days a week.

II PROJECT INFORMATION

1A. Project Description:

To complete a Louisiana Services Directory containing information about the services, licenses, permits, fees, registrations, and filings offered by state agencies directly or indirectly, and to make this information resource accessible over the Internet in a centralized and searchable database.

1B. Technical/Conceptual Approach

1. Technology/Concept. This project includes developing an Internet application to populate the information in the Louisiana Services Directory and making the directory information available online to anyone with Internet access. After an evaluation period by end users and agencies, system improvements will be made to incorporate suggested enhancements.

2. Integration with Related Projects. This task is a component of Goal I and is closely tied to Initiative 2 (establishing a single state portal) of Goal I.

1C. Implementation Approach

1. Project Timetable

Task 1: Make the Services Directory available online

Activity 1: Complete the initial project with the pilot-phase agency participants.

Start: March 2000

Finish: August 2000

Activity 2: Extend to other state agencies.

Start: August 2000

Finish: January 2001

Task 2: Incorporate enhancements

Activity 1: Establish a Users Group to evaluate the online Services Directory from the point of view of both end users and agency users. The members of this Initiative Subcommittee have volunteered to serve as core members of this Users Group.

Start: July 2000

Finish: June 2001

Activity 2: Incorporate new features and approved recommendations from Users Group into the Directory such as geographical search and target group designations.

Start: January 2001

Finish: June 2001

Activity 3: Formulate "cluster terms" to ensure services are organized in logical, useful, and concise categories.

Start: January 2001

Finish: June 2001

2. *Project Resources.* Internet access to this Services Directory will not be the only way to use the directory. In order to maximize universal access to this comprehensive database, these other delivery venues should be included:

Libraries: There are 66 parish libraries (East and West Feliciana have one central library, Jennings, Morgan City, and Bossier City). No one in Louisiana is more than 14 miles from a library. Suggestions include establishing a Toll-free Reference Resource Center and Information Kiosks (printer provided at these kiosks).

It is critical that the User's Group include the perspective of individuals who are seeking service information as well as providers of services. The members of this Initiative Subcommittee provide these perspectives and they have volunteered to serve as core members of the Users Group.

3. *Project Implementation.* The Users Group will work interactively using electronic collaboration tools and conduct face-to-face meetings as needed.

1D. Project Cost Estimate

FUNDING REQUIRED

The hardware and software required for the basic Services Directory are included in Division of Administration (ODBC and OIS) budgets. Additional funding will be required as indicated below to implement enhancements such as geographical search and indexing of cluster services.

<u>Funding Category</u>	<u>Total Cost</u>	<u>Funding Received</u>
Hardware/Software	0	0
Professional Services	30,000	0
Total	\$30,000	\$0

2A. Project Description:

To determine the strategic services that have to be delivered electronically and made accessible through the Louisiana Services Directory.

2B. Technical/Conceptual Approach

This project is to determine strategic services that should be delivered electronically. An evaluation team, named by the CIO, will be responsible for establishing the process and criteria to be used for the determination and for performing the evaluations. Using information from the Louisiana Services Directory, the evaluation team will nominate key state services for online delivery that meet the selection criteria. These nominations will be submitted to the Information Technology Board for approval. The agency responsible for each approved service will then be responsible for planning and implementing the online services delivery capability.

2C. Implementation Approach

1. Project Timetable

Activity 1: Establish an Evaluation Group to determine criteria for specific services, permits, and licenses that should be delivered electronically and to perform the assessments to determine which services are candidates for electronic delivery.

Start: June 2000

Finish: ongoing

Activity 2: Determine criteria for inclusion as a service that should be delivered electronically and assess the comprehensive list for services that will be delivered electronically.

Start: June 2000

Finish: September 2000

Activity 3: Compile the initial list and make available incrementally online.

Start: December 2000

Ongoing

Activity 4: Continue evaluation and adoption processes.

Start: December 2000

Ongoing

2. Project Resources. The Evaluation Group will include agency service provider personnel, services user advocacy, an ODBC representative, and online technology resources. This group requires the Louisiana Services Directory as an information resource for conducting evaluations. The group will also require access to knowledgeable agency personnel for more detailed information about specific services.

3. Project Implementation. The Evaluation Group will work interactively using electronic collaboration tools and conduct face-to-face meetings as needed.

2D. Project Cost Estimate

FUNDING REQUIRED

No dedicated staff is required for this project. Personnel from participating agencies and offices will staff the Evaluation Group. Their personnel costs will be included in the budgets for their respective organizations. Funding for initiatives to develop new electronic service delivery capabilities will be requested by and included in budgets of the agencies providing those services.